

# Humanizing Technology

## Cognitive Decision Management AI/NLP/ML (COGX)

Data is a powerful, untapped asset. Organizations need innovative strategies, solutions, and technologies to unlock the insights stored in data. Leverage AI/NLP/ML and human factor intelligence to integrate, analyze, and inform exponential decision-making.

## Digital Transformation (DTX)

Focus on improved efficiency, value, modernization, and innovation. Consider how products, processes, and organizations can be changed through the use of new, digital technologies. We leverage AI/NLP solutions to create live data interactions for enterprise applications, portfolios, and programs.

## IT Project, Program, Portfolio Management & Governance (PPMX)

Manage and measure investment costs, performance, and value. Assess how IT investments enable mission and business goals and objectives; includes CPIC, TBM, SPPBE, PMOs, and Cyber Strategic Budgeting aligned with NIST categories to invest to buy down risk.

## Customer Experience (CX)

Support agencies' efforts to put people at the center of everything, HT delivers expertise and tailored technology solutions to your organization. Skilled teams focus on process orientation, continual improvement, applying innovative technology, and customer service excellence.

## Incident Management/ Service Desk (IX)

Apply AI/NLP capability to transform service desk solutions. We partner with agencies in their 24/7 pursuit to maximize customer experience and dynamically improve outcomes. Faster incident resolution with automated root cause and predictive analytics.

## Cloud Management (CMX)

Provide proven agnostic cloud-based solutions for data management, migration, hosting, integration, and cybersecurity.

## Web Governance/508 (WGX)

Multi-level comprehensive accessibility services dedicated to increasing website and departmental ADA/Section 508 compliance for federal agencies.

### Accessing our solutions

We partner with CORAS to provide FedRAMP High solutions for data integration and decision-making, and Plasticity to provide AI/NLP functionality to improve value to our clients. Leverage GSA Schedule-70, SEWP, DOD BOA or through AWS, Azure, and Carahsoft to access our services.

# Innovations

## Automated Resolution

Cross-Functional Automated Resolution Technology: Leverage AI/NLP to decrease meantime to resolution.

## IT KIOSK

Reducing staff downtime with 24/7 access to real people and reliable technical support – no bots, appointments or waiting.

## Automated Decision-Making

Automated Enterprise Decision Management: Automating data integration to enable data-driven decision-making and digital transformation.

## Our Clients



UNITED STATES MINT



Humanizing Technology to Solve Challenges  
*Bridging the gap between people and technology*



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